

MBUX multimedia system: The central display turns dark, various other system complaints

Topic number	LI82.85-P-071623
Version	1
Function group	82.85 Navigation and Communication systems
Date	08-25-2020
Validity	Model series 167 with code 548/549
Reason for change	
Reason for block	

Complaint:

The customer may note the following complaints:

- The central display may be black intermittently or through the entire drive cycle. The instrument cluster display will remain operational.
- No audio is present from the sound system
- MBUX multimedia system (A26/17) may not be shown on the initial quick test
- Various other MBUX multimedia system (A26/17) related complaints

Cause:

Water ingress through the air vent under the front passenger seat (see attached, note that the vents are facing the rear of the vehicle). As a result, the head unit (A26/17) may become damaged.

Inspect the MBUX multimedia system (A16/17) hardware, including all attached wiring and connectors, for traces of water and/or corrosion.

Attachments	
File	Description
passenger air vent.jpg	Traces of water ingress into passenger seat air vent Note: The vent is located under the front passenger seat and faces the rear of the vehicle

Remedy:

Avoid using rubber floor mats for the second row seats on which water can collect and subsequently enter the air vent under the front passenger seat.

An optimized cover is in development for the air vent under the front passenger seat. It is estimated to be available Q1 2021. This document will be updated once the part is available.

XENTRY TIPS

Symptoms

Communication/information / Entertainment / Screen/display / Display dark -System running

Communication/information / Entertainment / Radio / Radio mode is not selectable

Communication/information / Entertainment / Video TV/DVD / TV mode is not selectable

Communication/information / Information display / Displays / Multifunction display / Function / Malfunction

Communication/information / Entertainment / Screen/display / Frozen screen -system runs

Communication/information / Entertainment / Radio / No audio

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
			68T06 **	Vehicle floor cover

Attachments

passenger air vent.jpg:

